GOVERNMENT OF INDIA
FINANCE
LOK SABHA

STARRED QUESTION NO:183
ANSWERED ON:04.08.2000
RAPID ACTION CELL
ASHOK KUMAR PATEL;RAMPAL SINGH

Will the Minister of FINANCE be pleased to state:

(a) whether any proposal is under consideration of the Government to set up a `Rapid Action Cell` in the majormetropolitan cities including Delhi to refund the excess payment of income-tax to the tax-payees in time and immediately solve their problems;

(b) if so, the details thereof along with the names of places where these cells are likely to be set up; and

(c) the time by which a final decision is likely to be taken in this regard?

Answer

MINISTER OF STATE IN THE MINITRY OF FINANCE (SHRI V. DHANANJAYA KUMAR)

(a), (b) & (c): It has been decided, as part of a strategy to improve the functioning of the Income tax Department, to form a special cell to work as the focal point for bringing to the Department`s notice urgent and serious problems of individual and corporate tax payers. The scheme has already been introduced in Delhi from 1.8.2000, and it will be extended to other stations in due course. The cell has been designated as `HELPLINE - INCOME-TAX` and will be under the supervision of a Commissioner of Income tax. It is not meant to handle routine cases, including those for refunds, for which redressal mechanisms already exist.